

Meeting Minutes  
July 13 - 14, 2000

In attendance: Louanne Declusin - co-leader, Jacinta Arteaga, Cynthia Denenholz, Linda English, Marta James, Kim Mel, Mary O'Hare-Teich, Shirley Roberts, Pat Solomon.

Facilitator: Kathy Lalonde  
Scribe: Shirley Roberts  
Spokesperson: Cynthia Denenholz

The case processing committee decided the two most important goals that need to be accomplished would be:

- 1. To define case processing and it's components**
- 2. Develop realistic best practices for key components within the parameters of the legislation.**

Obstacles for implementation were listed as:

1. A variance of systems, making it difficult to develop best practices for all counties.
2. Legislation - demographics
3. Change culture - staff buy-in
4. Commissioner and clerk's cooperation

Obstacles toward accomplishing goals:

1. Time frames
2. Data collection
3. Work group attendance
4. Commute for committee members
5. Allocation of member's time - homework
6. Lack of information and unknown resources
7. Difficulty in reaching a consensus

Obstacles with **time constraints** include:

- Personal - Data/information - P3 - Process scope

**Difficulty of consensus** includes:

- A diverse constituency within the group and within each individuals constituency
- Compiling data and making choices

The committee decided to vote on five main **issues/tasks** to accomplish:

- Develop an implementation guideline and plan
- Define case construct
- Decide on processing categories - i.e., intake, locate, establishment, and enforcement
- Matrix: analysis and development
- Process: automated or not

The committee decided through its votes to work on the following issues/tasks:

**1. Processing categories**

- Construct
- Compliance time frames/regulations

**2. Matrix: Development and analysis**

- Best practices

**3. Process: automated or not**

**4. Develop an implementation guideline and plan**

The committee set the agendas for the next five meetings and made a list of action items.

## **ACTION ITEMS**

### **For Case Processing Committee**

The following items were discussed and agreed upon by members as being needed by the next meeting to be held Friday, July 21, 2000:

- Louanne Declusin - bring questionnaires, review guide, flow charts, statistical reports, CS157.
- Linda English - bring compiled statistical reports by county size (small, medium and large), interstate best practices FSD letter.
- Jacinta Arteaga - bring CDAA family support officer college blue binder including flow chart.

- Marta James - review FTB information to share with committee with regard to case processing and systems information.
- Kathy Lalonde - bring Post-it notes in various colors, markers, all copies of handouts (20 each).
- Kathy Lalonde, Linda English and OCSE rep - will bring reports, matrices, graphics and charts specific to case processing practices.
- All committee members - anyone with access to flow charts and compliance time frame charts is asked to bring them to the next meeting.
- Pat Solomon - Case review checklist, flow chart.
- Peggy Jensen - will need to discuss the issue of freeing up the state committee member's time for the P3 project.
- Feds - obtain time frames and compliance information
- Get 20 copies of the CFRs.
- CAMP - need information on their duties
- Tools - who will develop?
- Delegate responsibilities for the processing categories.
- Coordinate with other groups on their actions.

## **AGENDA**

**July 21, 2000**

I. Introductions and review of meeting notes from July 13 and 14, 2000. (.75 hr)

II. Discuss **Processing Categories**:

- a) Define case construct (1 hr)
- b) Functional categories (.5 hr)
- c) Sub-categories (2 hrs)
- d) Compliance time frames/regs for each sub-category (.5 hr)
- e) Homework assignments and goals for next meeting (.25 hr)

\* Within each category/task:

1. Review existing practices for each category
2. Rate practices keeping in mind:
  - a) Cost effectiveness
  - b) Compliance
  - c) Customer service
  - d) Statistical reports
3. Was a consensus reached?
4. Update the matrix

### **AGENDA**

#### **Meeting August 11, 2000**

I. Review meeting notes from last meeting and any actions items that were completed (.5 hr).

II. Begin **Matrix**:

1. Intake (2 hr)
2. Locate (1 hr)
3. Establishment (1 hr) continued at next meeting
4. Homework assignments and goals for next meeting (.5 hr)

\* Within each category/task:

1. Review existing practices for each category
2. Rate practices keeping in mind:
  - a) Cost effectiveness
  - b) Compliance
  - c) Customer service
  - d) Statistical reports
3. Was a consensus reached?
4. Update the matrix

### **AGENDA**

#### **Meeting August 25, 2000**

- I. Review meeting notes from August 11, 2000 and discuss action items. (.5)
- II. Continue with the Matrix:
  1. Establishment (4 hrs)
  2. Homework assignments and goals for next meeting (.5 hr)

\* Within each category/task:

1. Review existing practices for each category

2. Rate practices keeping in mind:
  - a) Cost effectiveness
  - b) Compliance
  - c) Customer service
  - d) Statistical reports
3. Was a consensus reached?
4. Update the matrix

**AGENDA**

**Meeting September 8, 2000**

- I. Review meeting notes from August 25, 2000 and action items. (.5 hr)
- II. Continue with Matrix:
  1. Enforcement (2 hrs)
  2. Interstate (2 hrs to finish other areas)
  3. Medical
  4. Duplicate case transfer
  5. Review and adjustment

6. Case closure
7. Homework assignment and goals for next meeting. (.5 hr)

\* Within each category/task:

1. Review existing practices for each category
2. Rate practices keeping in mind:
  - a) Cost effectiveness
  - b) Compliance
  - c) Customer service
  - d) Statistical reports
3. Was a consensus reached?
4. Update the matrix

### **AGENDA**

**Meeting September 22, 2000**

- I. Review meeting notes and action items. (.5 hr)
- II. Write the report.